

Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

August 2004 · Vol. 11, Issue 8

Employee of the Month

General Services' Ricky Morris Maintains Work Ethic for 25 Years

RICKY MORRIS, a custodian for the Custodial Services Section of the General Services Division, has been selected as the department's *Employee of the Month* for August.

A 25-year employee of state government, Ricky performs comprehensive custodial duties, including vacuuming, dusting, mopping, debris removal, recycling and periodic furniture moving.

One of his co-workers said,

"For well over 20 years, Ricky has quietly and efficiently performed his custodial duties in an unassuming fashion, but due to the fact that he works evening shift, few are aware of the extraordinary efforts he puts forth. His assigned areas consistently stay clean in nearly spotless condition."

Another co-worker added, "In an age of lessening and/or non-existent customer service, it is remarkable to find an individual who goes above and beyond the call

of duty, much less an individual who continues to be such a positive and caring influence after 20-plus years. Ricky Morris IS that individual, and his performance is certainly deserving of this award."

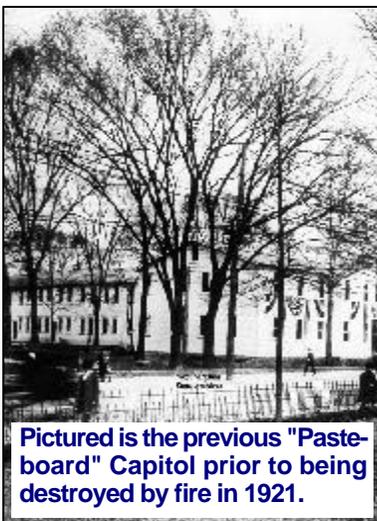
In Ricky's spare time, he enjoys watching ballgames; he admits he is a big LA Lakers fan.

Please join Ricky Morris at a special ceremony in his honor at 3:30 p.m. on Wednesday, August 4, in Room MB-53 of the Main Capitol Building.



RICKY MORRIS
August Employee of the Month

Chronological Outline Illustrates the Changes Made to the State Capitol and the Costs Incurred



Pictured is the previous "Pasteboard" Capitol prior to being destroyed by fire in 1921.

Editor's Note: This is the second of a two-part series targeting how the State Capitol and its grounds have changed throughout history.

By **Debbie Harrison**
Communication Specialist

Southern Living Magazine once described our Capitol as "a temple of marble with imposing columns, sweeping rotundas, and a soaring dome slathered with gleaming gold leaf that rises 293 feet, 4½ feet higher than its counterpart in Washington, DC." But what adds even more to this picturesque Capitol Building are its surroundings.

In the second half of this two-part series on West Virginia's Capitol, we will list the dates and construction costs of each project made throughout the years that helped make the complex the showcase it is today.

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Sneak Peek INSIDE...

- ◆ Pathways to Wellness Offers Incentives to Employees
- ◆ What is Stress?
- ◆ State Budget Office Moves to Department of Revenue
- ◆ Have You Completed Your Tobacco Affidavit?
- ◆ Administrative Notes



Healthy Lifestyle Changes are the Focus of PEIA's *Pathways to Wellness Program*

The Public Employees Insurance Agency sponsors the *Pathways to Wellness Program*, which provides state employees with incentives to improve their fitness, health habits, nutrition and overall wellness.



Studies have shown that workplace wellness programs significantly improve long-term health, reduce absenteeism and health care costs, minimize job-related accidents and improve employee morale. Participation in the *Pathways to Wellness Program* strives to make state worksites healthier and more productive environments.

Employees at worksites with this wellness program are eligible to take advantage of awareness, education and behavior change programs, ranging from health screenings to physical activity programs, just to name a few, with the guidance of a health promotion consultant.

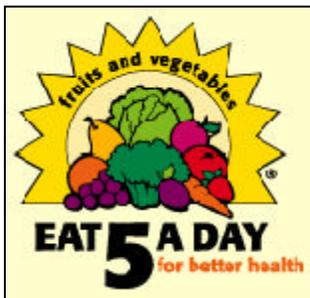
This program is funded by the Public Employees Insurance Agency (PEIA) and optional participants.

PCH, a small West Virginia business providing health promotion programs and services to corporations for more than 15 years, is contracted to implement the *Pathways* project for PEIA.

The Purchasing Division kicked off its participation in the program on June 14 by hosting a health screening. At this event, participating employees had their blood pressure checked, along with their height, weight and body mass index (BMI). Blood tests were done to determine total cholesterol, triglycerides and glucose levels. Debbie Watkins, the wellness coordinator for the Purchasing Division, was pleased with the response. "The event was very organized and informative. We had a 50 percent participation," she said.

"Another program we started on June 28 is the *Stepping Stones Campaign*, which is a 10-week walking program. Each participant is issued a pedometer to count his/her daily number of steps. They must complete a pre- and post-walking survey and log. Those who successfully complete the program are entitled to keep the pedometer as an incentive to continue an exercise program."

Watkins indicated that the program has been very beneficial in providing healthful information and *incentives* to employees to become more health conscious and fit. In late August, she plans to schedule a speaker to come to the worksite to address specific topics, such as diabetes, heart health, nutrition and stress management.



Linda Lyter of the Finance Division also is a fan of this wellness program. "I think it is a great motivational program. We began with our screening last November and since then have completed the 5-A-Day program, which encourages participants to eat five fruits and vegetables every day," she said. "We now are implementing the *Stepping Stones Campaign* through mid-

August. It has made many in our group more conscious of trying to eat healthier and exercise on a routine basis."

Other wellness coordinators for the department are Shelia Gray of Leasing and Carla Bright of IS&C.

For additional information on this program, please visit www.peiathways.com.

SPAM FILTER UPDATE

The Department of Administration recently implemented the use of SPAM filters to block unsolicited and virus infected e-mail, according to Deepesh Randeri of the Information Services and Communications Division, who is spearheading this project. The implementation of SPAM filters have significantly reduced the number of "junk" e-mails from getting into the department's networks, e-mail servers and user mailboxes. During the month of May, the department received a total of 359,961 e-mails, of which 21,410 e-mails were flagged as SPAM and 38,385 were flagged as VIRUS infected. This project is on-going.

BUSINESS TIP

Playing Nice

New research suggests that leaving a co-worker out of conversations could spark some kind of hostile response.

Experts say that, logically, people who are rejected should become nicer in order to be more acceptable and make friends. Rather, when they were ignored, they became more aggressive.

State Capitol Changes
Continued from Page 1

West Virginia went from a pasteboard Capitol Building in 1921 to a magnificent, 333-room Italian Renaissance structure in 1934. And at the architect's insistence, all subsequent structures had to be

specifically designed so as not to compete with the beauty of the Capitol Building itself but rather enhance it.

Listed below are the projects that add to the beauty of West Virginia's Capitol Complex as well as their dates and costs of construction.

Chronological Project Listing with Costs

<u>Date of Completion</u>	<u>Building/Project</u>	<u>Cost to Construct</u>
1924	Capitol Grounds and Expenses	\$ 2,111,814
1925	Governor's Mansion	189,270
1925	West Wing of the Capitol	1,218,171
1926	East Wing of the Capitol	1,361,425
1931	Gilding the Dome	23,700
1932	Main Unit of Capitol	4,482,623
1946	Circle Fountain/Parking	50,000
1952	DMV Building	2,000,000
1953	California Avenue Parking Garage	646,168
1954	Bureau of Employment Programs Building & Land	2,540,000
1970	Buildings 5,6 & 7 with Fountain and Metered Parking	24,200,000
1975	Purchase of Holly Grove	140,000
1976	Cultural & History Building	2,000,000
1979	Renovations of Holly Grove	100,000
1990	Re-gilding the Dome (23.9k Gold leafing was donated by a Charleston Businessman)	472,282
1989	Removal of West Washington St. and Piedmont Ave.; Addition of Brick Pathways (to create campus-like atmosphere)	1,200,000
1992	WV Veterans Memorial (Private & State funds)	1,500,000
1999	Greenbrier Street Parking Garage	5,600,000
1999	Installation of Chiller Plant	7,000,000
2004	Demolition of California Avenue Parking Garage	323,000
TOTAL COST		\$57,158,453

Sources: Chad Proudfoot, Commissioner, State Building Commission; the Division of Culture and History - Archives; Tim Lees, General Services Division.



(Top) Steven Rotsch, the Governor's photographer, took this aerial view of the State Capitol Complex.

(Above) The State Capitol, as it appears today, is a popular tourist attraction for in- and out-of-state visitors.

(Below) The gold dome is one of the facets which makes our State Capitol unique.



Quotes, Notes & Anecdotes is published by the Department of Administration

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Special Thanks

Debbie Harrison
JoAnn Calhoun
Kaye Parks
Chad Proudfoot
Steven Rotsch
Sandy Singleton
Ron Wright



Did you know that about 90 percent of all visits to primary-care physicians are for stress-related disorders, ranging from stomach trouble to heart disease?

Job-related stress costs American businesses nearly \$150 billion a year, according to the American Institute of Stress. What causes stress? Here are a few causes to take note:

1. Change – whether it's positive or negative – can be stressful. Winning the lottery can be as stressful as

What is Stress Anyway? ... A Question Perhaps You Need to Ask

losing your job, and falling in love can be just as stressful as breaking up.

2. Stress is not something “out there”; it's something we create. Situations are rarely stressful in and of themselves. What causes one person to “flip out” might not even ruffle another. The good news is – if our mind creates our stress, then our mind can also decrease our stress. Tell yourself, “I *choose* not to be stressed by this situation.”

After all, will your stress make the situation get better or go away? It won't.

3. Too little stress (boredom) can make us as miserable as too much stress. Everyone has an optimal level of stress (i.e., life change). One of the secrets of happiness is determining how much stress is enough

and how much is too much.

When we allow our “engines” to get all revved up (because of deadlines, traffic jams, etc.), and then don't give ourselves an outlet for this energy, we may be asking for health trouble.

These are some of the ways the body prepares itself to meet danger (stress):

- ◆ **Stored sugars and fats** are released into the bloodstream to provide quick energy.
- ◆ **The heart pumps faster** to provide more blood.
- ◆ **Blood-clotting mechanisms** are activated to protect against bleeding from a possible injury.
- ◆ **Digestion stops** so that more blood is available to the brain and muscles.
- ◆ **Perspiration increases** to help reduce body temperature.
- ◆ **The pupils dilate** and the senses of smell and hearing become more acute.

HOW TO COPE:

Since we have defined some of the causes of stress and how it physically and mentally affects individuals, the most obvious question would be how people can best cope with stress.

Three of the best ways may appear simple; however, often the simple solutions may be overlooked.

1. The sense of being in control of their lives;
2. A network of friends or family to provide social support; and
3. Personality traits like flexibility and hopefulness.

[Source: *Pathways to Wellness, “How to Put the Brakes on Stress”*]



The State Credit Union is located at 2200 Washington Street, East, in Charleston.

Refer a Friend to the State Credit Union

There are many benefits of the State Credit Union's membership...now is the time to share those benefits with your friends through the “Refer a Friend” program.

Your friends will receive more than just the great benefits of membership. Along with waiving the new member's \$2 initiation fee, the first \$5 deposit into their savings account will be matched just for joining.

Here's how it works...Any ELIGIBLE friend who presents a “Refer a Friend” coupon with a completed membership application and \$5 will not have to pay the \$2 membership fee, and the State Credit Union will add an additional \$5 to their savings account. You can request “Refer a Friend” coupons from the lobby or drive through.

Certain eligibility qualifications must be met in order to participate in this program. For additional information on these requirements, please contact the State Credit Union by phone at (304) 558-0566 or visit its website at www.wvpecu.org.

State Experts Explain Conflict Between Individuals is Manageable, Often Producing Positive Results

"Conflict is natural. It happens in nature and in human relationships at work, school, church, in our communities and among nations," said Mark Isabella, Division of Personnel's senior development consultant. "People have different goals, perceptions and values. Because we don't always want the same thing as others do, conflict occurs."

A standard textbook definition of conflict is *an expressed struggle between interdependent parties who perceive incompatible goals, scarce resources and interference from other parties in achieving their goals.* "The definition makes no mention of pain, suffering or destructive behavior," Isabella adds. "However, when most people think of conflict, they recall the hurtful, harmful, destructive incidents in their lives that have resulted from conflict."

Isabella explains that developing a realistic attitude about conflict helps you:

- ◆ strengthen, maintain and repair relationships;
- ◆ de-escalate the conflict;
- ◆ more successfully achieve your goals

Unmanaged conflict can lead to violence or insubordination. The key word is "unmanaged."

Although we may view conflict as bad, it is quite normal and can be productive. Since no two people always see things the same way, some conflict in our lives is to be expected. In fact, if someone agrees with everything you say or do, they are probably telling you what you want to

hear, not what they actually believe. Read this anecdote:

A man sat in his train compartment looking out into the serene Russian countryside. Two women entered to join him. One held a lap dog. The women looked at this man with contempt, for he was smoking. In desperation, one of the women got up, lifted up the window, took the cigar off the man's lips, and threw it out. The man sat there for a while, and then proceeded to re-open the window, grab the woman's dog from off her lap, and threw it out the window.

This story is not from today's newspaper, but from Fyodor Dostoevsky's 19th century novel, *The Idiot*.

Obviously, the people in this story had never learned "effective conflict management."

In the event that you find yourself involved in a conflict with someone, the Texas Center for Women's Business Enterprise, Austin, Texas offers the following tips to resolve the conflict without involving an outside party (mediator):

- ◆ If you think there is a problem, set up a private face-to-face meeting with the other person to discuss the problem.
- ◆ In a non-confrontational manner, ask the person if there IS a problem. If the answer is "no," and you are convinced there in fact **is** a problem, explain what you think the problem is.
- ◆ As you talk, ask for feedback. Do not "attack" the other person with accusations.

◆ Try to listen with open minds to each other.

- ◆ Be sure to respect each other's opinions.
- ◆ Take a few minutes to recycle the other person's opinions in your mind.
- ◆ Try to determine why the other person felt the way he or she did.
- ◆ Avoid "finger-pointing."
- ◆ Attempt to work out a compromise that pleases both you and the other person.

In the event a dispute or conflict cannot be resolved, a mediator may be beneficial.

"Most people assume everyone wants the same thing in a dispute. But, that isn't always the case," said Executive Director Ron Wright of the Education and State Employees Grievance Board. "Mediation can help both parties communicate their wants and needs." Mediation has proved to be an effective method in resolving conflict within the workplace. There are times when a dispute cannot be settled to the satisfaction of both parties and one or both turns to litigation.

Conflict in our lives is unavoidable and some disputes may be resolved simply by listening to the other person's views and choosing to respect them. Remember, the goal is to reach a compromise that everyone can live with and be able to walk away feeling like a winner.



Contact the Education and State Employees Grievance Board at 558-3361 for more information or assistance.

Additional resources may be found electronically:

- www.onlinewbc.gov/Docs/manage/conflicts.html

- www.hardatwork.com/Stump/RA/Uncooperative.html

- www.mapnp.org/library/intrpsnl/basics.htm

CONSTRUCTION State Capitol's East Wing Closed

The entrance to the east wing of the Main Capitol on California Avenue (closest to Washington Street) is closed to employees and the public due to construction of a handicapped entrance ramp. Renovations and construction should be completed by early September. Please use alternative entrances to the building.

The Budget Office Becomes Part of Dept. of Revenue

As of June 11, 2004, the State Budget Office officially became a separate agency within the Department of Revenue in accordance with Senate Bill 149. The Department of Revenue was previously established as the Department of Tax and Revenue; however, legislation this session changed its name.

The State Budget Office is located in the Main Capitol Building in Room W-310. While the telephone and fax numbers have not changed, it does have a new web address:

www.wvbudget.gov

"This puts the spending side of the budget and the revenue side of the budget all under one secretary and makes the coordination of both much easier," said Budget Director Roger Smith. "In addition, our meetings are much easier to schedule since we all work for the same cabinet secretary. The physical move also was to our advantage as far as office environment and work area are concerned."

Cathie Fowlkes, who has worked for the Department of Administration for more than 25 years, stated she made many friends while working in the Department of Administration. "Because of the nature of our work, I will continue to have contact with many of them, and will always be available to assist when I can," she said.

Don't Forget!...
Sales Tax Holiday
August 6-8, 2004

For more details,
 visit www.state.wv.us/taxdiv



Welcome!... to the employees who recently joined our department: **Barbara Ray** (General Services Division) and **Christine Magby** (Board of Risk and Insurance Management).

Best Wishes... to the following employees who recently retired from state government: **Camma Pennington** of the Board of Risk and Insurance Management and **Bernard McClanahan** of the Parking Unit of the Purchasing Division. Best wishes on your retirement!

Good Luck... to the following employees who recently resigned from the Department of Administration: **Cecil Johnson** of the General Services Division; **Michael Harmon** of the Public Employees Insurance Agency; **Tamara Lively** of the Board of Risk and Insurance Management; and **Crystal McLaughlin** of the Consolidated Public Retirement Board. Best wishes on your career pursuits!

Have you forgotten to turn in your tobacco affidavit...

The Public Employees Insurance Agency (PEIA) now accepts late entries of the Tobacco Affidavit throughout the plan year. When a late affidavit from an existing member is received, PEIA allows 60 days for processing and notification to the benefit coordinator of the effective date of the premium change. After the benefit coordinator makes the appropriate payroll deduction change, PEIA will bill the new premium. Premiums will not be changed retroactively; if you missed the May 7, 2004 deadline, your premium will be changed going forward.



Multifest... The Multi-Cultural Festival, often referred to as Multifest, will be held August 6-8 on the State Capitol grounds. Live entertainment and food will be available. Plan to attend!

HAPPY BIRTHDAY...in August

- | | |
|--|------------------------------------|
| 1 Doug Schwab IS&C | 18 Michael Sheets Purchasing |
| 3 Eva Hamilton CPRB | Beverly Toler Purchasing |
| Jack Rogers Public Defenders | 19 Annie Anderson IS&C |
| 4 Rosa McFarland .. Public Defenders | Dale Newhouse Gen. Svcs. |
| Sabrina Snead IS&C | Dave Tincher Purchasing |
| Marvin Vititoe Aviation | Michael Usher IS&C |
| Jim Wells Personnel | 20 Robert Fisher BRIM |
| 6 Pam Gunter WV CHIP | 21 Cindy Dillon Finance |
| Sheila Straley Finance | Tim Miller Purchasing |
| 7 Elizabeth Perdue Finance | 22 Matt Kirk Finance |
| 8 Kellie Carper Public Defenders | 23 Judy Harmon PEIA |
| Robin Chambers Finance | Bryan Hoffman Finance |
| 9 David Gilbert Purchasing | 24 Frances Buchanan PEIA |
| Melissa King CPRB | Lester Salmons IS&C |
| 10 Linda Dexter BRIM | 25 Carol Carpenter IS&C |
| Larry Meninger IS&C | Tammy Patton CPRB |
| 12 Ed Nelson IS&C | Bonnie Walker Personnel |
| 13 Chrystal Lackey PEIA | 26 Sheila Coughlin Public Defender |
| Darrell Stephenson Gen. Svcs. | Janis Reynolds Grievance Bd. |
| 14 Marta Dean IS&C | 27 Glen Smith IS&C |
| Richard Wickert IS&C | Gerald Stricklen Gen. Svcs. |
| 15 Marilyn Padon IS&C | Basil White IS&C |
| 16 Frank Drobot Sec. Office | 28 Kim Page IS&C |
| Cynthia Good IS&C | 29 Anne Coleman CPRB |
| Joyce Larrabee IS&C | Mary Cummings IS&C |
| 17 Diane Cole CPRB | 30 Claudia White CPRB |
| 18 Christopher Bostick Aviation | Nancy Stark IS&C |
| | 31 Sharon Carte WV CHIP |
| | Cindy Dotson PEIA |

